

Mathias Uniform Ordering System User Guide

Mathias Uniform Management System (MUMS)

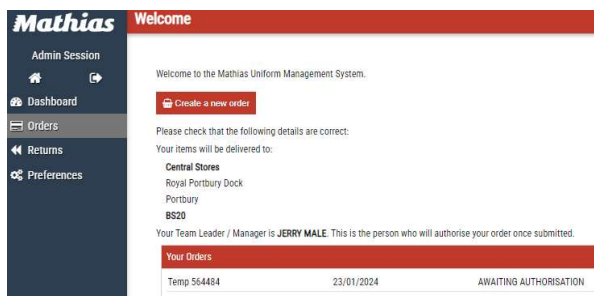
MUMS is Mathias' bespoke online ordering platform which has been tailored to meet the PPE and uniform ordering requirements for The Bristol Port Company staff and teams. It will allow you to order the approved Uniform & PPE, view your order history and process returns.

How MUMS works

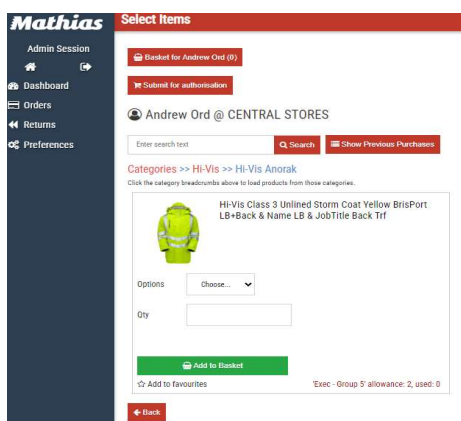
- To begin using MUMS enter Mathias' web address into your web browser: www.mathiasandsons.com
- Click MUMS login on the menu and enter your username and password. Your username will be email address and password will initially be set to **changeme**, but you will be prompted to change this the first time you log in and complete your personal info. Please note the password is case sensitive.
- Once logged in use the navigation links at the top of the screen.

Creating an order

- Click once on the **CREATE A NEW ORDER** button as shown on the screen snips below.



- You will now see categories that you can click into to navigate your way around available garments with ease.
- Select the size that you require from the drop down, enter a quantity and click add to basket.
- The 'Basket for x' button at the top of the page allows you to track what you are adding to your basket and edit the quantity.
- If you wish to remove an item, simply click on the X on the right of your basket pop out.
- Each job role has been given an allocation per group of products and you can track what you have used at the bottom of each product where it will state, for example: **"Group 1, allowance 1, used 0"**



PLEASE NOTE

- If you place an order that is within its agreed allowances, the order will be submitted straight to us for processing.
- If you need to place an order that will exceed the allowances set OR is an item that automatically needs approval, your order will be submitted through to your approver. If you are unsure who your approver is, their name is displayed on your Dashboard page.

Placing an order

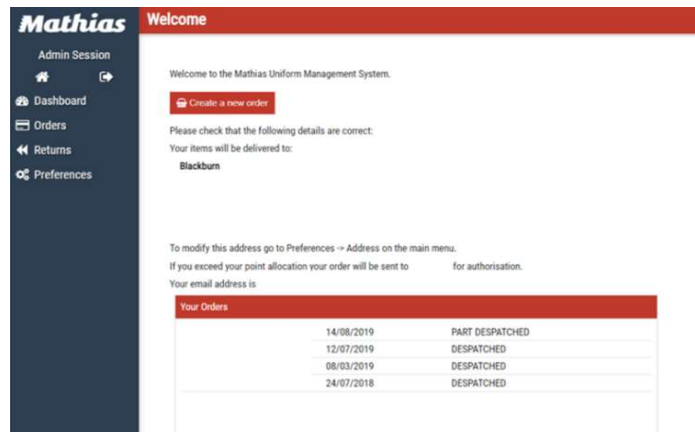
- When you have added all items click on **CHECKOUT**.

Order confirmation

- You will receive 5 separate Email Confirmations to mirror the progress of your order:
 1. When your order has been submitted through MUMS and arrived with Mathias or has gone for Authorisation.
 2. When your order has been authorised (if needed) by your approver.
 3. When your order has been despatched from Mathias.
 4. When your order is ready to be collected from Central Stores
 5. Confirmation the order has been collected.

Viewing and tracking an order

- To view or track an order already submitted to Mathias, click on the order. This will bring up the order in detail.
 1. **Submitted:** you have submitted the order to Mathias but it is waiting to be processed.
 2. **Processing:** Mathias have processed the order and it is being picked and packed ready for despatch.
 3. **Part Despatched:** Mathias have despatched part of the order but due to insufficient stock, the remainder of the order will follow shortly.



The screenshot shows the Mathias Uniform Management System dashboard. On the left is a dark blue sidebar with navigation options: Admin Session, Dashboard, Orders, Returns, and Preferences. The main content area has a red header with 'Mathias Welcome'. Below the header, it says 'Welcome to the Mathias Uniform Management System.' and includes a red button 'Create a new order'. A section titled 'Please check that the following details are correct:' shows 'Your items will be delivered to: Blackburn'. Below this, it says 'To modify this address go to Preferences -> Address on the main menu.' and 'If you exceed your point allocation your order will be sent to [blank] for authorisation.' It also shows 'Your email address is [blank]'. At the bottom, there is a table titled 'Your Orders' with the following data:

Date	Status
14/08/2019	PART DESPATCHED
12/07/2019	DESPATCHED
08/03/2019	DESPATCHED
24/07/2018	DESPATCHED

Returning garments

- To return an item click on the **RETURNS** navigation on the left hand side of the screen and click **CREATE**.
- The next screen shows you all of the orders you have placed, along with the date they were placed. Scroll to the order you wish to return items from.
- You will then need to tick the reason for the return as appropriate – **Faulty, Picking Error, Ordered in Error or Doesn't Fit**. Repeat this for all items on this order you wish to return. Then click **NEXT>>**
- There is a box on the next screen for you to provide more details for the reason for return. This helps us to deal with the return quicker as we can quickly identify the exact problem. Once you are happy with what you have written, click submit to supplier – this submits the returns to Mathias; amendments can no longer be made once this step has been taken.
- All items needing returns will need to be returned to Central Stores with the copy Good Returns Note and we will collect on our next delivery run.